



**Michigan Works! Southwest
Workforce Development Program**

Request for Proposal 2015-2

*Career & Training Services for
Adults and Dislocated Workers*

*Workforce Innovation and Opportunity Act
(WIOA) of 2014*

**This RFP Notification Expires on
April 18, 2015 at 4:00 pm EST**

Table of Contents

| | |
|---|----|
| Section 1 – INTRODUCTION | 6 |
| Section 2 – SCOPE OF RFP | 7 |
| A. OBJECTIVES AND GOALS | 7 |
| B. SUBRECIPIENT ELIGIBILITY | 7 |
| C. FUNDING | 7 |
| D. PERIOD OF PERFORMANCE | 8 |
| E. AREA SERVED | 8 |
| F. SERVICE DELIVERY STRUCTURE | 9 |
| G. TYPE OF CONTRACT | 9 |
| H. DELIVERABLES | 9 |
| I. PAYMENT ADJUSTMENTS | 10 |
| Section 3 – SOLICITATION SCHEDULE/PROPOSAL CONTENT & ORGANIZATION | 11 |
| A. SCHEDULE OF SOLICITATION ACTIVITIES | 11 |
| B. SUBMISSION DETAILS AND DEADLINE | 11 |
| C. LATE PROPOSALS | 11 |
| D. TECHNICAL ASSISTANCE..... | 11 |
| E. GRANT PREPARATION WORKSHOP | 12 |
| F. PROPOSAL CONTENT & ORGANIZATION | 12 |
| Section 4 – PROPOSAL REVIEW, EVALUATION & APPEAL PROCESS | 13 |
| A. TECHNICAL/COMPLIANCE REVIEW | 13 |
| B. MANAGEMENT CAPABILITIES (25%)..... | 13 |
| C. PROGRAMMATIC CAPABILITIES (30%) | 13 |
| D. PERFORMANCE OUTCOMES (20%) | 13 |
| E. BUDGET PLAN (20%) | 13 |
| F. OVERALL ASSESSMENT (5%) | 13 |
| G. REVIEW AND APPEAL PROCESS | 13 |
| Section 5 – PROGRAM FEATURES & DESIGN | 15 |
| A. Adult & Dislocated Worker: Eligibility..... | 15 |
| B. ADMINISTRATIVE AND MANAGEMENT | 19 |
| C. ADDITIONAL REQUIREMENTS FOR DISLOCATED WORKERS | 21 |
| Section 6 – ADMINISTRATIVE REQUIREMENTS..... | 23 |
| A. MONITORING AND OVERSIGHT | 23 |
| B. CUSTOMER SATISFACTION/ SERVICE ACCOUNTABILITY..... | 24 |
| C. ONE-STOP MANAGEMENT INFORMATION SYSTEM (OSMIS) | 24 |
| D. GRIEVANCE PROCEDURES | 25 |
| E. CONFLICT OF INTEREST..... | 25 |
| F. EQUAL OPPORTUNITY PROCEDURES | 25 |
| G. STAFF DEVELOPMENT..... | 25 |
| H. RECORD RETENTION..... | 26 |
| Section 7 – GENERAL ADMINISTRATIVE REQUIREMENTS | 27 |
| Section 8 – ASSURANCES, CERTIFICATIONS, AND STIPULATIONS | 28 |
| Section 9 – AGENCY INFORMATION, CERTIFICATIONS, AND EXPERIENCE | 29 |
| A. AGENCY INFORMATION..... | 29 |
| B. CERTIFICATION DOCUMENTS REQUIRING SIGNATURE/AFFIRMATION | 29 |
| C. ORGANIZATIONAL EXPERIENCE | 29 |
| Section 10 – NARRATIVE RESPONSE WORK STATEMENT | 31 |
| Section 11 – STAFFING | 32 |
| A. DESCRIPTION OF STAFFING | 32 |
| B. RESUME` | 32 |
| C. ORGANIZATIONAL STRUCTURE | 32 |
| Section 12 – PERFORMANCE OBJECTIVES and SERVICE PLAN | 33 |
| Section 13 – BUDGET | 34 |
| A. BUDGET INFORMATION AND FORMS | 34 |
| B. COST CATEGORIES | 34 |

| | |
|---------------------------|----|
| C.ALLOWABLE COSTS..... | 34 |
| E. INDIRECT COSTS..... | 35 |
| F. CHART OF ACCOUNTS..... | 35 |

**Michigan Works! Southwest Workforce Development Program
Request for Proposal (RFP) 2015-2**

- Section 1: INTRODUCTION** provides a brief summary of the context within which services requested are to be delivered within the Michigan Works! Southwest System.
- Section 2: SCOPE OF RFP** provides a description of the manner in which services will be delivered in the Michigan Works! Southwest Area, eligibility criteria for subrecipients, funding levels, period of performance, summary of specific workforce and career development services, and the parameters within which these services are required to be provided.
- Section 3: SOLICITATION SCHEDULE** provides a timeline of key activities that will take place during the solicitation process.
- Section 4: PROPOSAL REVIEW AND EVALUATION** highlights the elements considered in the review and evaluation of the proposals. This includes a review of the proposal's compliance with RFP Instructions, management capabilities, programmatic capabilities, and performance expectations.
- Section 5: PROGRAM DESIGN FEATURES** describes the design of the workforce development system for the WIOA Adult and Dislocated Worker programs.
- Section 6: ADMINISTRATIVE REQUIREMENTS** provides description of additional administrative requirements.
- Section 7: GENERAL PROVISIONS** address the administrative roles and responsibilities of the Michigan Works! Agency, Subrecipient information, process for the notification of awards and a number of provisions required by federal and/or state law as part of the solicitation process. See Reference # 7 for detailed information.
- Section 8: ASSURANCES, CERTIFICATIONS and STIPULATIONS** identifies assurances and certifications which are required by state and/or federal law as they pertain to the administration of activities authorized by the Workforce Innovation and Opportunity Act and other relevant statutes and regulations. See Reference #8 for detailed information.
- Section 9: AGENCY INFORMATION, CERTIFICATIONS AND EXPERIENCE** identifies specific documentation requirements for review by the Michigan Works! Southwest Agency to make a determination of the agencies management capabilities. Provides background of organizational experience and demonstrated effectiveness.
- Section 10: NARRATIVE RESPONSE** provides the instructions for the written narrative response.
- Section 11: STAFFING** provides instructions for completion of a profile of each staff assigned to the proposal.
- Section 12: PERFORMANCE OUTCOMES and SERVICE PLAN** provides the format for the identification of proposed performance outcomes.
- Section 13: BUDGET** data provides the instructions and format for completing the budget.

REFERENCES

These RFP instructions have incorporated supplemental resources including data and information on local workforce development activity. The following are enclosed as **REFERENCES**:

- Reference # 1 Michigan Works! Southwest System Structure
- Reference # 2 Michigan Works! Southwest Summary of WIOA Services
- Reference # 3 Michigan Works! Southwest Expenditure and Participant Activity - Adult & Dislocated Workers
- Reference # 4 Michigan Works! Southwest Chart of Accounts
- Reference # 5 WIOA Federal Performance Indicators
- Reference # 6 Equal Opportunity (EO) Program Participation Goals
- Reference # 7 General Administrative Requirements
- Reference # 8 Assurances, Certifications, & Stipulations
- Reference # 9 Michigan Works! Southwest Workforce Development Board Policy Summaries
- Reference #10 Request for Proposal (RFP) Appeals Procedure
- Reference #11 Michigan Works! Southwest Certification Documents
- Reference #12 Helpful Hints for Request for Proposal (RFP) Narrative Response
- Reference #13 Michigan Works! Southwest 2015 Workforce Development Board and Administrative Staff

Section 1 – INTRODUCTION

The Michigan Works! System is based on the fundamental premise that to enable employers to compete successfully in the international marketplace, they must have workers who are trained with the skills necessary to meet current industry needs. The Michigan Works! System has resources to help match employer needs with public and private training for workers and/or job seekers.

The goal of the Michigan Works! System is that every entry point leads to services for our customers. Co-location, integrated services, and customer focus are priorities. The Michigan Works! focus is on providing information and resources to enable customers – job seekers and employers – to achieve economic security. Services from the state’s major workforce development programs are to be accessible in a seamless manner and a variety of services will be available, free of charge.

Section 2 – SCOPE OF RFP

A. OBJECTIVES AND GOALS

This Request for Proposal (RFP) has as its primary focus, the acquisition of proposals for “Career & Training Services for Adult and Dislocated Worker” funded through the Workforce Innovation and Opportunity Act of 2014.

B. SUBRECIPIENT ELIGIBILITY

In consideration of the importance assigned to this activity, it is imperative that subrecipients possess a keen understanding of the requirements of the services requested, the customer service groups, and appropriate service strategies required. Subrecipients must demonstrate their capacity to address the demands identified in this RFP through their responses to these RFP Instructions.

1. Awards of contracts resulting from this RFP will be made to organizations legally organized to conduct business in the State of Michigan and who have demonstrated success in delivering the services proposed.
2. Organizations that provide, for a fee, vocational or occupational training must be licensed by the State of Michigan.
3. Preferential consideration may be given to subrecipients whose business is located in proximity to the populations targeted to receive the services proposed in the Michigan Works! Southwest Area; who are minority or female owned organizations/businesses; or, faith or community-based organizations, or educational institutions that are both cost effective and meet criteria for demonstrated effectiveness.

C. FUNDING

Funding levels identified in the RFP are preliminary estimates to be used for planning purposes only and *present 90%* of the current year's formula allocation. These levels do not include carry-over of unexpended funds from prior year.

Funding Source

Workforce Investment Act of 1998 (WIA)

Workforce Innovation and Opportunity Act (WIOA) of 2014

Funding Levels

An *estimated level of funding*, not including any unspent funds for these services is:

Program Year 2015

| | |
|--------------------------------|-----------------------|
| WIA Adult Services | \$1,094,751.00 |
| WIA Dislocated Worker Services | \$785,491.00 |
| Total | \$1,880,242.00 |

Funds allocated for adult and dislocated worker services will cover all costs associated with proposed activities including funds to perform required subrecipient administrative functions. The funds do not include Service Center space costs, One-Stop operator's cost, and WorkKeys/National Career Readiness Certificate (NCRC) administrative costs. However, participant WorkKeys fees will need to be included in the budget forms under Participant - Fees (Form C 2-5).

D. PERIOD OF PERFORMANCE

1. Operational Period

The period of this RFP is for three program years. However, Michigan Works! Southwest reserves the right to initiate a solicitation earlier if changes in funding or legislation have an impact on program design elements as described in this RFP Instructions. Funds made available to Michigan Works! Southwest for this RFP are for the first year (PY2015).

PY2015: July 1, 2015 through June 30, 2016

PY2016: July 1, 2016 through June 30, 2017

PY2017: July 1, 2017 through June 30, 2018

2. Contract Period

Initial contracts awarded through this solicitation will be developed for a one-year period, PY2015. The development of contracts for the second and third years of funding are contingent upon the availability of state/federal funding, attainment of satisfactory performance objectives and the negotiation of budgets and performance levels for Program Years 2016 and 2017.

3. Program Transition

The subrecipient will be responsible for all programs and participants associated with the programs carried into the program year 2015 (beginning July 1, 2015) from program year 2014 (ending June 30, 2015). The subrecipient selected for the Adult and Dislocated Worker programs is responsible for fulfilling the terms and commitments of any participant currently active on the statewide One-Stop Management Information System (OSMIS).

If an organization is awarded, and they are not a current subrecipient of Michigan Works! Southwest, a plan will be developed to ensure a smooth and efficient transition takes place. Separate transition contracts may be negotiated for a period prior to July 2015 to enable these responsibilities to be carried out.

Equipment purchased (copiers, computers, faxes, etc) with WIA/WIOA Adult or Dislocated Worker funding remain the property of the Adult or Dislocated Worker programs. The existing equipment shall be transferred over to the awarded subrecipient at the time of transition. If an awarded subrecipient finds it necessary to upgrade or replace certain equipment, they would need to budget for those expenses.

E. AREA SERVED

The area served includes Branch, Calhoun, Kalamazoo and St. Joseph Counties.

Service locations are Michigan Works! Service Centers. A Service Center (also referred to as One-Stop Service Center) is the physical location where subrecipient of all "Career Services" are available for easy access by employers and job seekers. Subrecipients located at the One-Stop Service Centers are called Partner Agencies.

The Michigan Works! Southwest Area currently has four One-Stop Service Centers at the following locations:

- Branch County, 210 Vista Drive, Coldwater
- Calhoun County, 135 Hamblin Avenue, Battle Creek
- Kalamazoo County, 1601 S. Burdick St., Kalamazoo
- St. Joseph County, 16587 Enterprise Dr., Three Rivers.

A physical presence for Adult and Dislocated Worker Services must be maintained at each Michigan Works! Service Center (MWSC) in the Michigan Works! Southwest Area.

Current office space availability (described in square footage) in the Service Centers for the Adult and Dislocated Worker Programs.

| County | WIOA Adult Services | WIOA Dislocated Worker | Shared Conference Room Space | Shared Classroom Space |
|-------------------|----------------------------|-------------------------------|-------------------------------------|-------------------------------|
| Branch | 1076 sq ft combined | | 960 sq ft | -- |
| Calhoun | 875 sq ft | 808 sq ft | Not available | 986 sq ft |
| Kalamazoo | 432 sq ft | 665 sq ft | 1065 sq ft | 1125 sq ft |
| St. Joseph | 87 sq ft | 87 sq ft | 271 sq ft | 514 sq ft |

Shared conference rooms and classrooms are used by all partners at the Michigan Works! Service Centers.

A One-Stop Operator is designated for each One-Stop Service Center. The role of the One-Stop Operator is to coordinate a system of management, staff development, and use of common information systems among the partner agencies to support integrated service delivery and customer friendly service.

F. SERVICE DELIVERY STRUCTURE

The successful bidder selected as a result of this RFP will provide services in all counties in the Michigan Works! Southwest Area (Branch County, Calhoun County, Kalamazoo County and St. Joseph County). However, the MWA, at their sole discretion, may elect to identify separate agencies or organizations to provide services in any of the respective counties if a determination is made that this arrangement will be more beneficial for the overall Michigan Works! Southwest System.

G. TYPE OF CONTRACT

Contracts resulting from this solicitation will be cost reimbursement.

H. DELIVERABLES

Deliverables are those items that must be achieved within the timeframe of the contract period to enable full payment of expenses. Deliverables do not replace performance measures and all performance measures are not defined as deliverables. Payments will be based on achievement of deliverables in a manner agreed by the Michigan Works! Southwest Agency and the subrecipient. These may include, but are not limited to:

1. Establishment of services at the Michigan Works! Service Center in each county.
2. Completed and current Memorandum of Understanding (MOU) with organizations providing required services not otherwise provided by the subrecipient.
3. Expenditure of at least 95% of funds made available in the contract.
4. Cost per participant (not less than 80% of contract level).
5. Cost per entered employment (not less than 90% of contract level).
6. Achieve not less than 90% of the WIOA Performance Measure goals set in the contract for activity occurring for the period the subrecipient contracted services.
7. Not less than 80% accuracy on all data validation reviews.

I. PAYMENT ADJUSTMENTS

The Michigan Works! Agency reserves the right to withhold payment equal to ten percent (10%) of reported expenditures through the end of the contract period if actual performance under this contract is not achieved at an eighty-five percent (85%) rate based upon the quantitative goals established in this contract.

Section 3 – SOLICITATION SCHEDULE/PROPOSAL CONTENT & ORGANIZATION

A. SCHEDULE OF SOLICITATION ACTIVITIES

To the extent possible, the following schedule will be followed for the administration of this Request for Proposal:

| | |
|-------------------------------|--|
| RFP Instructions Released | Thursday, March 18, 2015 |
| Grant Preparation Workshop | Tuesday, March 31, 2015 at 1:00 pm |
| Technical Assistance Deadline | Monday, April 6, 2015, 2015 at 5:00 pm |
| Proposals Due | Friday, April 17, 2015 by 4:00 pm |
| Award Notification | Week of May 4, 2015 |

This schedule will be adhered to as closely as possible. However, the Michigan Works! Agency reserves the right to make revisions without prior notification.

B. SUBMISSION DETAILS AND DEADLINE

1. Proposals must be submitted by **4:00 P.M., on Friday, April 17, 2015** to: Dawn Roberts, 222 South Westnedge Ave, Kalamazoo, MI 49007 and must include one (1) original (signatures) with five (5) copies (a total of six [6]), and an electronic copy of proposal on thumb drive.
2. Proposals must be complete, legible, and technically accurate at the time of submission. Each proposal will be reviewed as submitted. After a proposal is submitted, it may not be modified prior to review unless requested by Michigan Works! Southwest.
3. A proposal may be withdrawn from consideration for funding if such a request is transmitted in writing to the contact person.

C. LATE PROPOSALS

Proposals received by Michigan Works! Southwest after 4:00 P.M. EST on the date specified will not be considered for award under this solicitation.

D. TECHNICAL ASSISTANCE

Organizations are responsible for the content and development of their own proposal. Persons preparing responses to the RFP may access appropriate regulations, Federal Management and Budget Guidance, published reports, and materials as may be available to aid in the development of their proposals. Significant information on the Workforce Innovation and Opportunity Act (WIOA) is available on the Internet at locations noted in these RFP Instructions.

1. Technical Assistance Timeline

Technical assistance will be provided through Monday, **April 6, 2015 at 5:00 pm**. The contact personnel identified below will receive questions. Only written questions via email will be accepted. Responses that may have an impact on the interpretation or clarification of these RFP Instructions will be posted on the Michigan Works! website (<http://www.michiganworks14.org/RFP.html>) as they are received.

2. Technical Assistance Contacts

For purposes of administering this solicitation, the individual responsible for responding to any question that may arise during the preparation of proposals in response to this RFP is:

Dawn Roberts at MIWorks@upjohn.org. Please note Adult/Dislocated Worker RFP in the subject line.

E. GRANT PREPARATION WORKSHOP

A Grant Preparation Workshop will be conducted on Tuesday, **March 31, 2015 at 1:00 pm** at the Michigan Works! Southwest Administrative Office, 222 South Westnedge Ave, Kalamazoo, MI. Attendance at this workshop is not required to submit a proposal.

The sole purpose of the workshop will be to **receive and discuss any questions on the RFP Instructions**. It is suggested that prospective bidders read the RFP documents prior to attending the workshop in order to be prepared with questions.

Agencies attending the workshop must RSVP via e-mail (miworks@upjohn.org) in advance with the names and e-mail addresses of attendees (limited to 2 per agency). Please note Adult/Dislocated Worker RFP in the subject line.

F. PROPOSAL CONTENT & ORGANIZATION

All proposals must be submitted in accordance with the following specifications.

- Proposals must be typed, single-spaced on 8 ½ x 11" paper in 11 pt font with 1" margins all around.
- Proposals are not to be bound in any format except by clip or rubber band.
- Pages for the narrative response should be numbered consecutively.
- Charts and/or graphs may be used if they convey required information. These should be provided as attachments to the narrative response.
- Supplementary documentation as required by these RFP Instructions is to be included as attachments to the proposal. However, do not provide additional information if it does not directly support the proposal narrative.
- All proposals submitted shall contain the following documents and be compiled in the following order:
 1. Cover Sheet and Proposal Certification (Form A) (Do not provide a separate cover letter)
 2. Performance Objectives (Form B)
 3. Budget Documents
 - a. Wage and Benefit Detail (Form C-1) (one for each program)
 - b. Budget Detail Worksheet (C-2)
 - c. Budget Summary (Form C-3)
 - d. Expenditure, Enrollment and Termination Schedule (Form C-4)
 - e. Budget Narrative (C-5)
 4. Narrative Response for Statement of Work (Form D)
 5. Conflict of Interest Statement (Form E)
 6. Agency Information, Certification, & Experience (Form F)
 7. Staffing Description, Resumes, Organizational Chart
 8. Organizational Experiences and Demonstrated Effectiveness (as appropriate)
 9. Other Documents (as appropriate)

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| Section 4 – PROPOSAL REVIEW, EVALUATION & APPEAL PROCESS |
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A. TECHNICAL/COMPLIANCE REVIEW

Proposals will be reviewed by the Michigan Works! Agency to determine:

1. Adherence to the RFP Instructions
2. If all required documents and responses are complete
3. If all requested references and supplemental documentation are provided and complete

B. MANAGEMENT CAPABILITIES (25%)

Services and management functions described in this RFP may be substantially different than services currently provided in the community. Because of this, the RFP evaluation will examine the management performance of each agency based on a review of the organization's qualifications and experiences described in response to these RFP Instructions and any of the documentation provided with the proposal including:

1. Audit and Management Letters
2. Monitoring report(s) performed by an outside agency/third party
3. Performance data and reports
4. Results of recent customer service/satisfaction survey(s)

C. PROGRAMMATIC CAPABILITIES (30%)

Program design demonstrates an understanding of required and optional services, administrative responsibilities, resource coordination and integration, community partnering, customer service, data collection responsibilities, staffing and management plan and budget.

D. PERFORMANCE OUTCOMES (20%)

Performance objectives (Outcome expectations, expenditure and service level plan)

E. BUDGET PLAN (20%)

Budget documents demonstrate completeness and internal consistency. Description of elements of expenses are adequate enough to determine allowability of expenses and reasonableness for the activities proposed.

F. OVERALL ASSESSMENT (5%)

Assessment of overall proposal will take into consideration the proposal's Executive Summary, quality of responses in the aggregate relative to completeness, consistency, reasonableness for the services proposed, cost and performance outcomes.

G. REVIEW AND APPEAL PROCESS

Subrecipients wishing to appeal the final funding decision resulting from this solicitation must submit their written request to the RFP Technical Assistance Contact at Michigan Works! Southwest Agency (Upjohn Institute), 222 S. Westnedge Avenue, Kalamazoo MI 49007-4628, within ten (10) calendar days following the date of the written notification of the funding recommendation.

The request for appeal shall include a clear description of the grievance and basis for appeal. The request shall be signed by the proposer's designated leadership (ie., director, executive director and president).

The request will be processed through the established appeal process for the Michigan Works! Southwest Area (Reference #10, Request for Proposal (RFP) Appeals Procedure).

Section 5 – PROGRAM FEATURES & DESIGN

A. Adult & Dislocated Worker: Eligibility

1. Adult

General Eligibility

- Individuals 18 years of age and older, **and**
- Authorized to work in the U.S.
- Registered with selective service (if applicable)

Priority for Service within WIOA priority for the use of Adult funding be granted to:

- recipients of public assistance
- other low-income individuals, and
- individuals who are basic skills deficient

2. Dislocated Worker

General Eligibility

- Individuals 18 years of age or older **and**
- Authorized to work in the U.S. **and**
- Registered with selective service (if applicable) **and meets the requirements of more than one of the following criteria:**
 - i) Has been terminated or laid off or has received a notice of termination or layoff from employment;
AND
 - ii.) Is eligible for or has exhausted his/her entitlement to unemployment compensation;
OR
 - iii.) Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a One-Stop Center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under State unemployment compensation law;
AND
 - iv.) be unlikely to return to a previous industry or occupation;
 - v.) **OR** be an individual who:
 - has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise; **OR**
 - is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **OR**
 - was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; **OR**
 - is a displaced homemaker
 - military

Within this population priority shall be given to:

- recipients of public assistance

- low income individuals, and
- individuals who are basic skill deficient
-

Career Services (*Not funded through this RFP*)

The following Career Services are incorporated into the contract for the subrecipient of Employment Services (Wagner-Peyser 7(a) funding). WIOA funding is being made available to support WIOA Career Services that are not permitted as an allowable expenditure under Wagner-Peyser funding.

- Eligibility determination
- Outreach, intake (which may include worker profiling), and orientation to the services available
- Initial assessment of skill levels (including literacy numeracy and English language proficiency), aptitudes and abilities and support services needs
- Labor exchange services, including:
 - Job search and placement assistance
 - Info on in-demand industry sectors and occupations; and
 - Recruitment and other business services on behalf of employers, including small employers
 - Workforce and labor market employment statistics info
 - Job vacancy listings in local, regional, and national labor market areas,
 - Job skills necessary,
 - Local occupations in-demand and the earnings, skill requirements, and opportunities for advancement
- Performance info and program cost info:
 - Eligible providers of training,
 - Eligible providers of youth workforce investment activities,
 - Providers of title ii adult education,
 - Providers of CTE activities at the postsecondary level, and
 - Career and technical education activities available to school dropouts, under Perkins Career and Technical Act, and
 - Providers of vocational rehabilitation services
- Local area performance indicators (usable and understandable format)
- Availability of support service or assistance, including child care, child support, SNAP and TANF benefits, and transportation in the local area (usable and understandable format) and referral to such assistance
- Information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial assistance for training and education programs

This RFP specifically requires any agency awarded a contract resulting from this RFP to provide the following Career Services (Reference # 2, Summary of WIOA Services).

a. **Program Specific Eligibility Determination and Enrollment**

Includes an intake and orientation to the program, including the processing of all WIOA applications, collection of information and documentation, and verification of eligibility.

b. Assessments

Assessment of job seekers' skill levels and service needs may include diagnostic testing and use of assessment instruments to determine basic skill levels, aptitudes, interests, occupational skills and abilities and in-depth interviewing and evaluation to determine job seekers' employment related barriers, assets, and employment goals.

Work Keys Assessment

The subrecipient may refer participants who they determine have the skills necessary to successfully earn a Michigan National Career Readiness Certificate (MI NCRC) to the core WorkKeys assessments. The subrecipient may use their discretion in determining whether remediation through the administration of a pre-assessment is appropriate prior to administering the three core WorkKeys assessments. However, if an individual fails to earn at least a Bronze level certificate and wishes to re-take any of the three core assessments or wishes to improve any of their scores, locally designed remediation shall be made available.

The three core Work Keys assessments that make up the Michigan National Career Readiness Certificate (MI NCRC) are: Applied Mathematics, Locating Information, and Reading for Information. The local Employment Services (ES) subrecipient is registered as a RegiSTAR agency in order to administer Work Keys.

Examples of other assessment instruments that may be used during the assessment process are:

- KeyTrain
- Career Occupational Preference System (COPS)
- Career Ability Placement Survey (CAPS)
- Career Orientation Placement and Evaluation Survey (COPES)
- Plato Software Assessments
- Michigan Appraisal Test (MAT) for Basic Reading Comprehension and Basic Math Computation

c. Development of an Individual Service Strategy (ISS)

Review, with the participant, the results of assessments, employment and education histories, barriers and assets to employment, and use this information to develop an individual employment plan that includes goals and objectives, and identification of the types of services needed for the participant to achieve those goals and objectives.

d. Counseling and Case Management

Employment and/or career counseling and planning to assist job seekers in identifying the activities and services needed to achieve those goals. Participants are assigned a “case manager” to serve as an advocate for the client with partner agencies and will continue to work with the participant until they have met their employment goals and objectives and has obtained unsubsidized employment or until the job seeker has terminated participation in program services activities.

e. Pre-Vocational Services

Services, including training and/or counseling in areas related to acquiring and maintaining employment and/or succeeding in vocational training. Such training and/or counseling may include skill development in: decision making, communication, interviewing, problem solving, teamwork, punctuality and attendance, personal management and maintenance, workplace behaviors, job club, life skills and career reality checks.

f. **Job Placement**

In coordination with the Business Services Team, identify employers with specific job openings appropriate for participants receiving Career Services and match participants with appropriate job openings. Job placement includes referring participants to employers for an employment interview and post interview follow-up with the employer and advocating for the participants.

g. **Referral to Training Services**

Identification of job seekers enrolled in Career Services that have been unable to obtain or retain employment through such services may be referred to Training Services to prepare them for unsubsidized employment.

It is not anticipated, nor expected, that all participants in Career Services will be referred to Training Services.

Training Services

After an interview, evaluation, and/or assessment, and career planning, determine if the participant is:

- Unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
- Needs training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment
- Have the skills & qualification to successfully participate in the selected program of training services
- Have selected programs of training services that are directly linked to the employment opportunity in the local area or the planning region, or in another area that are willing to commute or relocated

All training services shall be provided through entities determined to be eligible training providers.

Training Services may include:

- Occupational skills training
- OJT
- Incumbent worker training
- Programs that combine workplace training w/related instructions
- Training program separated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Transitional jobs
- Job readiness training provided in combination with above services
- Adult education and literacy activities, including English language acquisition provided in combination with services above
- Customized training conducted with a commitment by an employer or group of employers to employ successful completers

While funding for Individual Training Account (ITA) Vouchers is included in the allocation identified in these RFP Instructions, ITA funds allocated in the proposal budget will not be incorporated in the final contract for Career and Training Services. Funds allocated by the subrecipient for ITAs are paid directly to the training institutions by the Michigan Works! Southwest Agency. This provision does not apply to funds allocated by the subrecipient for employer reimbursement for on-the-job training. The On-the-Job Training (OJT) funds will be incorporated into the Career and Training Services contract and managed by the subrecipient.

B. ADMINISTRATIVE AND MANAGEMENT

1. One-Stop /Service Center Coordination

While a designated provider will manage the operations of the Michigan Works! Southwest One-Stop Service Centers, all partner agencies physically housed at each center have a shared responsibility to ensure that all customers are received and afforded services at the highest level possible. Partner agencies, individually and collectively, establish the character of the One-Stop Service Centers.

To ensure that our One-Stop Service Centers maintain a character that is highly respected by customers and peers, each partner is expected to assist in the maintenance of One-Stop Operations, particularly in situations of peak customer demand or as assistance may be requested by the One-Stop Operator. This may include but is not limited to:

- a. Ensuring that all partner staff maintain at a minimum a general understanding of all programs and services available in the Michigan Works! System
- b. Active involvement in partnership meetings and trainings focused at enhancing the quality and efficiencies of the One-Stop Service Center.
- c. Assisting employment services on occasions of unusually high customer activity and/or when One-Stop staff are temporarily unavailable
- d. Assisting customers or One-Stop staff where a need is apparent
- e. Accommodating scheduling conflicts in the use of common areas shared by partners

A description of how and where the Adult and Dislocated Worker subrecipient will provide support is **to be defined in Form D of this proposal response.**

2. Business Services Team (BST) / Business Services Professionals (BSP)

The Business Services Team (BST) concept is one key strategy that can move our workforce development programs towards a more demand-driven system, and provide greater value to our customers, job seekers and businesses. The BST concept has three key features:

- a. A focus on Business as the driver and primary customer
- b. A team of workforce development professionals committed to relationship development with businesses
- c. Strategic collaboration with regional economic development and education partners to provide business solutions to businesses

All MWA subrecipients shall support the local BST concept and provide representation.

3. Priority of Service for Veterans and Eligible Spouses

The MWA makes a concerted effort to ensure veterans and eligible spouses receive priority of service at point of entry and throughout all stages of career, intensive, and training services. Local policies and procedures are in place to ensure the integration of priority of service for veterans and eligible spouses into services (See Reference #9, WDB Policy 28, R02, "Priority of

Service for Veterans and Eligible Spouses”).

4. Follow-Up

a. Procedures

The subrecipient will establish internal procedures to ensure that follow-up services occur throughout the participants’ tenure in the program and through the **four** quarters following the participants exit from the program (procedures are **to be described in Form D of this proposal response**).

b. Training Component Follow-up

The subrecipient will follow-up with each participant within a reasonable period (**to be defined in this proposal response Form D**) from the first day of scheduled classes for each training period to:

- 1) Ensure that the participant has successfully enrolled and is attending classes identified in the ITA voucher for that training period; or,
- 2) Nullify the ITA voucher if the participant is not attending classes identified in the ITA voucher for that training period and take appropriate action regarding the individual’s continued participation in the program.
- 3) Maintain monthly personal contacts with the participant throughout the training period.
- 4) Maintain documentation of each personal contact with the participant and collect sufficient documentation to evaluate satisfactory progress in training.

c. Job Placement Follow-up

- 1) The subrecipient shall conduct personal follow-up contacts with participants who are placed in employment at the time of exit from the program.
- 2) The subrecipient will contact both the employer and participant to determine if the job match was appropriate and to verify employment information (date of employment, wage rate, hours of work and other employment details).

d. Post-Placement/Post-Program Follow-up

- 1) The subrecipient will make personal contact with the participant during the first through fourth quarters following the quarter of the participant’s exit from the program for the purposes of gathering supplemental follow-up data as directed in state policies and procedures.
- 2) The subrecipient will enter supplemental data into the statewide OSMIS and participant file in accordance with state policy.

5. Participant Responsibilities

a. The subrecipient will ensure that participants clearly understand their responsibilities to ensure continued participation in the program. These responsibilities include:

- Showing commitment by attending all scheduled program activities and appointments,
- Complying with all requirements of the program and applicable State and local policies,
- Actively seeking and retaining employment, and
- Providing his or her own transportation

- b. Participant files shall contain signed documentation verifying the participant’s understanding of their responsibilities. Participants shall be made aware that failure to comply with program responsibilities may result in termination from the program and/or assigned activities and loss of program related supports.

6. Participant Files

The subrecipient will ensure that each participant file contains documentation sufficient to evaluate the participants activities and progress through the program as well as verify all U.S. DOL program data validation elements.

Required file documents include but are not limited to:

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| <ul style="list-style-type: none"> • Release of Information Form • Registration Form • Eligibility Documentation • Copy of Assessment Results • Copy of ISS and Subsequent Updates • Counseling/ Case Management Notes • State Wage Release Form • Customer Satisfaction Survey • Documentation of follow-up services | <ul style="list-style-type: none"> • Training progress documentation • OJT Documentation • Completed EEO and Grievance Form • Copy of ITA Vouchers and training expense verification • Support Services Documentation • Transcripts, Certificates, Credential Documentation • Photo/Story Release |
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7. Participant Exits

The subrecipient will exit participants when any of the following conditions apply:

- a. The participant has completed their program activities and has acquired full-time employment consistent with their ISS and no further services are planned or required;
- b. The participant has completed their program activities consistent with their ISS, but has not achieved full-time employment and there appears no reasonable expectation that the participant can benefit from additional program services that will result in full-time employment, and no further services are planned or required; or
- c. The participant has voluntarily left the program; or
- d. The subrecipient has not been able to contact the participant or the participant has not responded to repeated contacts (e.g., letters, messages) over an extended period of time to be defined in **Form D** of the proposal response.
- e. The participant has not received services or is not scheduled to receive services from any Partner Agency program in the next 90 days.

C. ADDITIONAL REQUIREMENTS FOR DISLOCATED WORKERS

1. Rapid Response, TAA, and Employer Services

- a. The subrecipient will coordinate Rapid Response (i.e., mass layoffs or closings) efforts in the Michigan Works! Southwest Area as they occur. These responsibilities will include but are not limited to notification of team members, coordination with the Workforce Development Agency, State of Michigan, situational analysis, and service design and delivery. Rapid Response Team members include but not limited to: Unemployment Insurance Agency, Michigan Works! Southwest Employment Services, and Employment Services Agency Veterans Representatives.

- b. The subrecipient will make referral to the Michigan Works! Southwest Employment Service provider for assistance with the preparation of appropriate petitions for TAA certification in situations where affected employees/companies may qualify under TAA and have not yet filed a petition for certification.

Section 6 – ADMINISTRATIVE REQUIREMENTS

A. MONITORING AND OVERSIGHT

The subrecipient shall develop system of Internal Monitoring which will be used to ensure compliance and progress in managing program and administrative functions.

The use of electronic format for reporting participant information does not remove the responsibility to maintain documentation adequate to support participant receipt of program information, request and receipt of support services, and attendance and participation in assigned activities.

1. Internal Monitoring Responsibilities

Internal monitoring will include at a minimum:

- Compliance with Federal, State and Local policies, regulations and procedures
- Required program reports and self assessments
- Monthly financial reports, invoices and budget changes
- ISS updates and competency documentation
- Participant follow-up and tracking
- Participant attendance, responsibilities, and evaluation of progress
- Outreach and recruitment
- Performance outcomes
- Participant job readiness and competency attainment
- Monitoring worksite safety and compliance with established training contracts
- Proper case noting on the OSMIS
- Accuracy and timeliness of time sensitive activities
- Monitoring of file content
- Adhering to procurement and record management requirements

2. External Monitoring Responsibilities

The Michigan Works! Southwest Agency retains the overall authority for monitoring program and fiscal activities. The Workforce Development Board will also provide on-site monitoring of activities conducted under this contract.

Monitoring activities will be conducted through on-site evaluations and the desktop review of program reports.

The Michigan Works! Southwest Agency will provide written notice of formal monitoring visits, including those performed by the state or other external entities. However, unannounced observations and visits may be conducted periodically for assessment and general information purposes.

3. Reports/Monitoring Tools

Submissions of the following reports/information are required program elements. Information shall be submitted in Microsoft Word or Excel format. The following reports will be utilized for the review/assessment of activities. In all cases of performance relating to participant activity, only that data generated through the One-Stop Management Information System (OSMIS) shall be considered as "official."

- **Annual Data Verification/Validation Process-** Submit, in the specified timeframe, information from requested files to verify compliance and accuracy.
- **Quarterly Self-Assessment Report** - Subrecipient narrative description of performance during the preceding quarter using a focused list of questions provided by the Admin and Fiscal Agent
- **Annual Accessibility of Program Activities Report-** Initial submission by the subrecipient of an assessment of their accessibility of program activities as well as the physical accessibility of their location (s). The forms and format of this report will be provided by the MWA.
- **Invoiced and Uninvoiced Cost Reports-** Provided by the subrecipient to report accrued and actual expenses for a specified period.
- **Voucher Obligations Update-** Provided by the subrecipient to the MWA on a **monthly basis by the 10th business day**. The information is based on a comparison of actual voucher status to the MWAs Voucher Obligations Log.
- **ITA Expenditure Estimates-** (A copy of participant registration form and ITA Voucher showing training expenses.) Provided to the MWA accounting office **within seven (7) calendar days of receipt from participant or training provider**.
- **Special Reports/Requests-** Occasionally requested to provide specific information regarding activities conducted under the contract. Time frames for submittal shall be included with request.

B. CUSTOMER SATISFACTION/ SERVICE ACCOUNTABILITY

Subrecipients will establish a customer satisfaction review system to encourage follow-up with customers and allow for information and data to be collected to track customer services and outcomes. At a minimum, the following components are expected:

1. The system must utilize data generated through the state developed system of measuring customer satisfaction to implement service improvements;
2. Partners must adhere to confidentiality protections for customers, as required by state and federal law and regulations; and
3. Development of interagency contracts for information exchange (where necessary).

C. ONE-STOP MANAGEMENT INFORMATION SYSTEM (OSMIS)

Individuals referred to Career Services will, under most circumstances, be registered by the Employment Services provider (i.e., “pre-registration status”.) Following further assessment and a determination of eligibility, the participant will have their program specific registration completed, confirmed by the subrecipient, and entered into the statewide Management Information System.

The One-Stop Management Information System (OSMIS) participant tracking and reporting system is used for all programs operated through the Michigan Works! System. Data entry requirements for both initial information and any subsequent changes or updates are critical. Information must be entered accurately and in a timely manner (i.e., within **2 business days** of when the relevant information becomes known). Inaccurate data or a delay in the entry of data can result in a severe impact on the MWAs performance outcomes that are driven by specific calendar dates.

It is therefore critical that subrecipients ensure that the OSMIS functions are adequately staffed with personnel that have a good working knowledge of the OSMIS system requirements, and the WIOA

Participant Management Information Guide (e-PMIG) and that this function is a priority staff to OSMIS.

The subrecipient will and shall ensure timely and accurate collection and reporting of participant data, including, but not limited to:

- Completion of Enrollment, Status Change and Termination entries
- Enrolling, tracking, and evaluating progress in assigned activities
- Documenting of training activities and progress
- Maintenance of participant demographic information
- Development and production of required state and Michigan Works! Southwest Workforce Development Program forms
- Develop an ISS and update regularly (at minimum of every 60 days)
- Completion of case notes that document case manager/participant interaction, activity progress, issues that may be impacting participant progress, support services, follow-up services, and any situations that document decisions or issues impacting the participant.

D. GRIEVANCE PROCEDURES

The subrecipient will establish and implement a written procedure to handle client complaints and grievances. The procedures will ensure that clients have the opportunity to present complaints or grievances and clearly outline the process that must be followed for both an initial grievance as well as opportunities for appeal. A copy of these procedures **MUST** be provided to the MWA if the agency is awarded the contract.

E. CONFLICT OF INTEREST

To ensure that the subrecipient, the Michigan Works! Southwest Agency Administrative Staff, and the Michigan Works! Southwest Workforce Development Board have full protection from apparent or real conflict of interest; the proposal must include Form E Conflict of Interest Statement.

The identification of Workforce Development Board or Michigan Works! Southwest Agency staff on this form does not eliminate a proposal from consideration but simply requires additional steps to be taken to address any real or apparent conflict of interest.

F. EQUAL OPPORTUNITY PROCEDURES

Equal Opportunity

The subrecipient (organization) is required to have procedures in place for ensuring compliance with federal and state Equal Opportunity, Affirmative Action, and Non-Discrimination requirements, including the manner in which they are applied to hiring, promotion, employment practices, program eligibility, training, placement, procurement decisions, and the composition of committees, boards, or advisory groups formed to carry out workforce development initiatives (See Reference 7, General Administrative Requirements). You will describe how these practices would be applied to program participants in your proposal response. (**See Form D**).

G. STAFF DEVELOPMENT

The subrecipient will ensure that staff assigned to specific functions are both qualified and trained to perform the task(s). They shall ensure that current and new staff are:

- Informed of the overall Michigan Works! Southwest System and One-Stop Center services; and
- Informed and kept current of policy and compliance requirements of the program in which they are working; and
- Informed and continuously updated on the technical requirements for the specific task(s) to which they are assigned (e.g. eligibility determination, OSMIS, follow-up activities, teaching and instruction to individuals and/or groups); and

- Provided the opportunity to participate in MWA or Michigan Works! Association trainings and/or activities that will enhance their skills in performing their job and increase their overall knowledge of the workforce development system.

H. RECORD RETENTION

Program records must be retained for a period of three years following the date on which the expenditure report containing the final expenditures charged to any program year's allotment is submitted to the US Department of Labor, Employment and Training Administration by the State of Michigan. This date is extended until existing audit/litigation problems are resolved. (Reference # 9 WDB Policy Summaries – Policy 31, Records Management and Destruction.)

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| Section 7 – GENERAL ADMINISTRATIVE REQUIREMENTS |
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GENERAL PROVISIONS address the administrative roles and responsibilities of the Michigan Works! Southwest Agency, and process for the notification of awards and a number of provisions required by federal and/or state law as part of the solicitation process. (See Reference #7, “General Administrative Requirements” for detailed information.)

Section 8 – ASSURANCES, CERTIFICATIONS, AND STIPULATIONS

ASSURANCES, CERTIFICATIONS and STIPULATIONS identifies assurances and certifications which are required by state and/or federal law as they pertain to the administration of activities authorized by the Workforce Innovation & Opportunity Act and other relevant statutes and regulations. (See Reference #8, “Assurances, Certifications, and Stipulations” for detailed information.)

Section 9 – AGENCY INFORMATION, CERTIFICATIONS, AND EXPERIENCE

A. AGENCY INFORMATION

Prior to contracting with any organization, the Michigan Works! Southwest Agency requires pre-certification of the proposer's ability to comply with State and Federal regulations in the following areas:

1. FINANCIAL ACCOUNTING SYSTEM

All agencies that are not current subrecipients with the Michigan Works! Southwest Agency must provide a copy of the most recent audit of the agency, or in the absence of an audit, a statement from a CPA that the agency/organization's accounting system and internal control procedures are adequate for the purpose of accounting for and reporting of Federal revenues and expenditures in compliance with generally accepted accounting procedures and Federal requirements.

2. PROGRAM PERFORMANCE REVIEWS

All agencies that are not current subrecipients with the Michigan Works! Southwest Agency must provide copies of monitoring reports, performance reports, program (non-financial) audits, or other reports that attest to your agency's operational capabilities. The documents must be relevant (i.e., address program operations that are the same as or substantially equivalent to those proposed) and current (i.e., not older than 2 years).

If none of these documents are available, provide a description of how your program activities and operations are reviewed for quality and customer satisfaction.

3. LEGAL STATUS

All agencies that are not current subrecipients with the Michigan Works! Southwest Agency must include documentation that shows Board resolution specifying who within your organization is assigned the authority to execute contracts and revisions to contracts.

Agencies must have active registration on the Central Contractor Registration (CCR) website <https://www.sam.gov> Please note that there is no cost to register on this site.

B. CERTIFICATION DOCUMENTS REQUIRING SIGNATURE/AFFIRMATION

The following documents will be incorporated into any contract developed as a result of this solicitation and require the organization to execute by signature and affirmation. (See Reference # 11, "Certification Documents".) These documents do not require signatures for this solicitation process.

- Certification Regarding Lobbying Certification for Contracts, Grants, Loans, and Cooperative Agreements
- Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion Lower Tier Covered Transactions

C. ORGANIZATIONAL EXPERIENCE

Michigan Works! Southwest Administration's primary consideration in selecting agencies or organizations as a result of this Request for Proposal is the effectiveness of the agency or organization to deliver services described herein in terms of the following criteria:

- Likelihood of meeting performance goals
- Quality of the services provided
- Meeting the program design specifications
- Cost

Agencies/organizations must USE FORM F to respond to one of the following:

2 Current MWA Subrecipients

Organizations that hold current contracts with Michigan Works! Southwest for workforce development services for the populations described in these RFP Instructions do not need to complete these requirements outlined on **Form F under “Current Subrecipient**

3 All Other Agencies and Organizations

You will be required to complete one of the two following items:

a. Organizations **with** experience with workforce development programs

Describe your organizations experience operating employment and training programs that serve unemployed, underemployed, economically disadvantaged populations, or individuals displaced from work through no fault of their own. Include:

- Quantifiable accomplishments that support past effectiveness.
- Copies of any “third party” program evaluations or reports on similar or substantially equivalent activities. (do not provide letters of support)
- Qualifications and experience of staff that would be providing services as described in these RFP Instructions.
- Names and contact information for previous clients for whom your agency or organization has provided the same or similar services as those being requested in this Request for Proposal.

b. Organizations **without** experience with workforce development programs

Describe your organization's past experiences that demonstrate their potential for operating activities as described in these RFP Instructions. Include:

- Quantifiable accomplishments that support past effectiveness.
- Copies of any “third party” program evaluations or reports (do not provide letters of support).
- Qualifications and experience of staff that would be providing services as described in your proposal.
- Any adjustments that your organization will be willing to make in order to be provide services as described in these RFP Instructions (staff hiring, staff training and development, re-location activity, internal operating policies)

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| Section 10 – NARRATIVE RESPONSE WORK STATEMENT |
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Expectations for the Michigan Works! Southwest System have been identified in these RFP instructions. The narrative response must take into consideration not only what your organization would be directly responsible for, should your proposal be accepted, but also the level of reliance on other components of the local Michigan Works! system and the community.

USE FORM “D” FOR YOUR NARRATIVE RESPONSE

Section 11 – STAFFING

A. DESCRIPTION OF STAFFING

For staff assigned to provide services, in whole or in part, provide the following information that describes the level of staffing. (These staff will also be listed on the “Staff Wage and Benefit Detail,” Form C-1.

1. Position Title (Assigned by the organization)
2. Position Classification (Professional, paraprofessional, technical, managerial, clerical)
3. Full-time Equivalency (Express fractions as decimals, i.e., ½ time as .50 FTE)
WIOA Adult/Dislocated Worker
4. Areas of Responsibility (Identify primary functions that will be assigned to this position)
5. Qualifications (Identify skills, attributes and/or prior experiences for the individual filling this position)
6. Credentials (Identify any credentials that are required for this position and a brief explanation of how these credentials relate to the areas of responsibility assigned to this position)

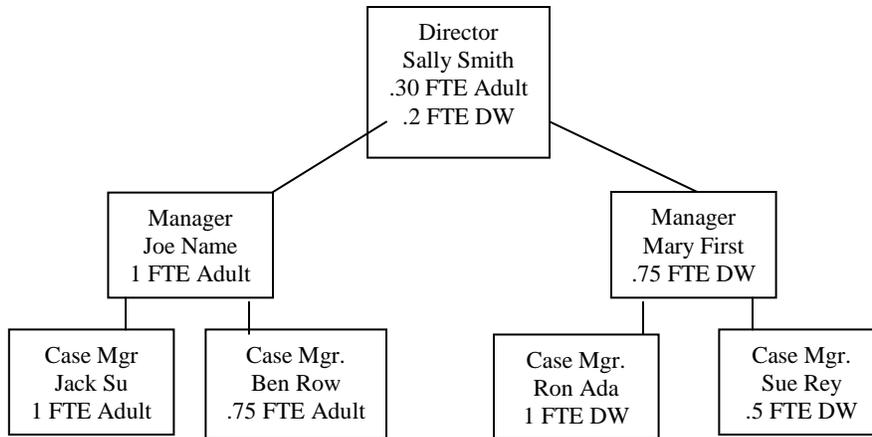
B. RESUME`

Provide a updated resume for all staff assigned to these projects.

C. ORGANIZATIONAL STRUCTURE

Provide a chart that depicts the organizational relationship of the positions identified above. Include the line of supervision, staff names, FTEs for each position, and relationship to non-WIOA Adult or Dislocated Worker staff that may be assigned supervisory responsibility over WIOA funded staff.

Example:



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| Section 12 – PERFORMANCE OBJECTIVES and SERVICE PLAN |
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“Performance Objectives” identified on Form B of these instructions have been established under the Workforce Investment Act. However, because the Federal WIOA performance measures have not been released to local areas, the performance measures supplied will serve as proxy indicators of success.

As a matter of information, Michigan Works! Southwest Performance Measures for PY2014 and a summary of the PY2013 actual “Federal WIA Performance Measures” is included with these instructions and provides the technical explanation of the performance measures. (See Reference #5, “WIOA Federal Performance Indicators & WIOA Performance Measures Definitions)

Complete Form B, “Performance Objectives” by inserting your proposed performance goals. As necessary, these may be adjusted when final performance measures and standards have been negotiated with the State.

Section 13 – BUDGET

A. BUDGET INFORMATION AND FORMS

The forms contained in this RFP have been produced in an electronic spreadsheet format (Microsoft Excel). The individual forms are presented as separate “worksheets” and are electronically linked to each other. Therefore, they are intended to be completed in the order presented. Instructions pertaining to data entry in specific cells are included on each form. **Please review the “Instructions” tab prior to completing any of the Budget Forms.**

1. **Staff Wage and Benefit Detail (Form C-1):** The Staff Wage and Benefit Detail provides a breakdown of the wage and fringe benefit cost for each position funded for the proposed services. The detail from this form provides the detail necessary to complete the Budget Detail Worksheet. **(Form C-2)**
2. **Budget Detail Worksheet (Form C-2):** This form provides a detailed presentation of each of the line items appropriate for the activity proposed. Total expenses noted for each line item are transferred to the appropriate cost category/line item on the Budget Summary. Wage and benefit information is extracted from the Staff Wage and Benefit Detail.
3. **Budget Summary (Form C-3):** This form provides the summary of line item cost, by cost category. Information presented on this form is extracted from the Budget Worksheet. **(Form C-2).** Do NOT enter data on this form.
4. **Expenditure, Enrollment, and Termination Schedule (Form C-4):** This form will document the anticipated monthly participant and expenditure activity throughout the contract period. Projections of the monthly activity will reflect what would reasonably be expected based on the program design. An equal monthly distribution of participant activity and/or expenditures is not reasonable and will not be seen as an acceptable response.
5. **Budget Narrative (Form C-5) -** The narrative will provide a description of the elements of each line item on the “Budget Detail Worksheet.” Please follow specific directions when completing the narrative descriptions. Examples of responses are provided.
6. **Period of Budget -** The budget proposal should reflect expenses for the period of performance stated in the proposal. The duration of this funding cycle extends from July 1, 2015 through June 30, 2016.
7. **Budget Presentation -** A line item budget is required for all proposals.

B. COST CATEGORIES

For the purpose of this RFP, expenditures identified must comply with the limitations on certain costs as defined by regulation. All costs identified in the proposals submitted for consideration must be identified.

C. ALLOWABLE COSTS

Only costs directly related to the operation of the Workforce Innovation and Opportunity Act (WIOA) program and properly supported with back-up data and records will be allowable charges to the program. For shared time or shared facilities arrangements, where staff charges, facilities, utilities, supplies are to be funded by more than one source, a cost allocation plan must be included with each proposal. (See subsection E below).

E. INDIRECT COSTS

Indirect costs (i.e., charges for “central office expenses” based on a percentage of the budget or actual expenses) would be considered under the following conditions:

1. The indirect cost rate has been approved (official signed document required) by the federal cognizant agency for use with federal grants,
2. The leases for which indirect costs are assessed shall include expenses that are only associated with WDB Program operational expenses. This would exclude: Support services, payments made directly to the participant employer, and/or training institutions for training, etc.
3. The scope of activities covered are clearly described, and
4. Complete justification is provided to charge a direct cost to the WDB program when the activity falls within the description provided.

If Indirect Costs apply, they should be included in special service line item 6810 of the budget summary form.

Reference: OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Omni-Circular) 200.414 Indirect (F&A) Costs

F. CHART OF ACCOUNTS

A “Chart of Accounts” provides a description of the types of cost that are most likely to be included in the respective line item of the budget documents. Because these definitions may differ from the descriptions that may be used by other organizations, please consult Reference #4, Chart of Accounts when assigning costs to your budget line items.